

You have bought a new camera but when you got it home you found it had some problems. You returned the camera and spoke to the company representative a week ago but the camera has still not been repaired.

Write a letter to the company.

In your letter:

- Introduce yourself
- Explain the situation
- Say what action you would like the company to take

Dear Sir or Madam,

This letter is to express my dissatisfaction with a new camera that I bought one week ago. The camera did not work properly and no one came back to me even though your manager promised **me he would deal** with that.

I am Tom, and I am working as a photographer in a local advertising company. Last week Friday I bought a Sony DS-500 camera in your branch on Kings Road. At first, everything seemed fine but one day later I found the lens of the camera has problems which cause blurring on a large scale in my photos.

- It's strange to write your name here because that goes at the end of the letter. You just want to give some details about who you are that might resonate with the reader. "I am the customer who bought in a Sony DS-500 camera for repair."
- The last sentence is not about " **introducing** " and seems more like question 2 " **Explain the situation** "

last Saturday I went back to your company and spoke to your manager Mr Smith, and he **packed** the camera **and told me** that the problem would be resolved in two days. However, until now I still have not received any messages **from him**.

With respect to the remedial steps, I would appreciate it if you can fix the camera as soon as possible because I have to snap more photos for my work, and I also kept the receipt of the product in case you need it.

1. Not really a great answer "as soon as possible" ...better = "give me an update on when it will be fixed"
2. The part in blue is not focused on question 3

I am looking forward to your reply. If you have any questions, please feel free to contact me.

Yours faithfully,

Sam Olivia

	Grade	
Task Achievement	6	<p>✓ 150 -190 words</p> <p>✗ the purpose of the letter is clear</p> <p>This could be clearer "find out why my camera has still not been fixed"</p> <p>✗ all three bullet points are responded to well</p> <p>Question 1 and 2 were not responded to well</p> <p>✓ an appropriate tone is used throughout</p>
Cohesion and Coherence	7	<p>✓ good overall structure</p> <p>✗ paragraphs start with a phrase that indicates the bullet point/question the paragraph responds to</p> <p>Question 2 "Let me explain to you what happened"</p> <p>✓ paragraphs focus on a single idea/bullet point / logical paragraph development</p>

Vocabulary	7	✓ appropriate word choices / control of word endings/forms ✓ spelling is correct
Grammar	7	✓ articles (a, an, the) ✗ sentence structures are correct ✓ punctuation is correct
Overall	6.5	1. the purpose could be clearer...this is vital! 2. Don't write you name in the body of the letter